



# Catalyst Initiative: Ontario's Best Practice Exchange

Executive Summary



## Putting Best Practices into Action

Ontario's Best Practice Exchange is an exciting initiative that is moving forward emerging and best practices related to geriatric mental health, dementia, substance use and neurological conditions. Seven working groups, referred to as 'Collaboratives' have been established that bring together professionals, experts and people with Lived Experience from across the province.

### **Collaboratives:**

- Person & Family-Centred Care
- Behavioural Support Transition Units
- Behavioural Support Mobile & Inter-Agency Teams
- Antipsychotics
- Health Links & Primary Care
- Tertiary Care & In-patient Specialty Services
- Substance Use

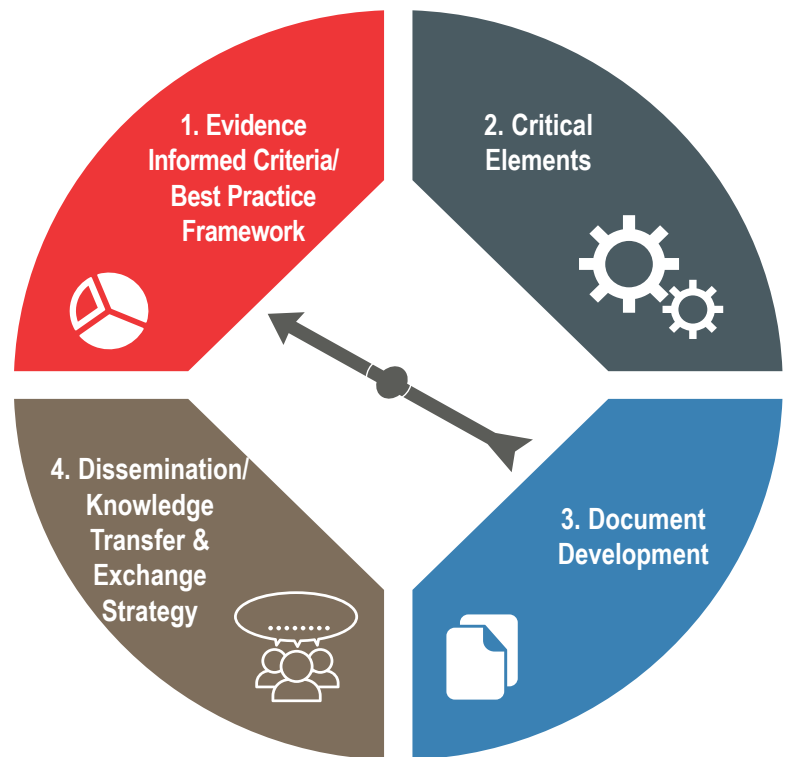
## Getting to Work

Collaboratives have been working to uncover the current practices and essential components of best practice. Instrumental in their work is always asking “How might these practices be more person and family centred?” Each Collaborative used the Best Practice Development Barometer and determined where their work fits on the barometer and what is needed to move to the next level in promoting person-centred best practices.

Ontario’s Best Practice Exchange Catalyst Event provided an opportunity to launch the work of the Collaboratives and hear from many stakeholders.

A commitment was made to ensure the voice of those with Lived Experience was heard at this event.

### Best Practice Development Barometer



## Defining the Lived Experience

Lived Experience refers to the experience of living with dementia, mental health, substance use and/or neurological disorders or the experience of being a care partner of an individual with these conditions. Examples of care partners may include family members, friends, etc., who play or played an active role in supporting emotionally and/or physically an individual living with the above conditions.

## The Catalyst Event

**Date:** September 25, 2015 | **Location:** the Toronto Airport West Hotel

**Participants:** 145 including 34 individuals with Lived Experience

### Representation:

#### Sectors

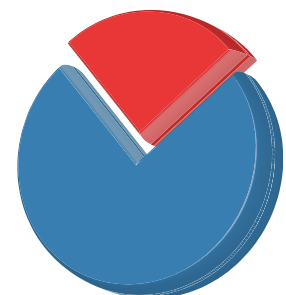
- Government Agencies (e.g. Ministry of Health, Health Quality Ontario)
- Non-government Agencies
- Community
- Long Term Care (LTC)
- Retirement Home
- Hospital
- Tertiary Care

#### Professionals

- Physicians & Psychiatrists
- Administrators (e.g. managers, directors, senior leadership)
- Researchers
- Policy Developers
- Educators
- Front line staff (e.g. nurses, social workers, personal support workers)

#### Lived Experience

- Individuals with dementia, mental health disorders & substance use conditions
- Family members
- Older Adults



## What Happened at the Catalyst Event?

The Person & Family-Centred Care Collaborative kicked off the day with a plenary session titled “Person & Family First.” The session consisted of Lived Experience panel members sharing their experiences with health care services across Ontario. This session grounded the entire event in the importance of ensuring the voice of those with Lived Experience informs the work in establishing best practices.

The remaining six Collaboratives led interactive break out sessions where discussions centred on current practices and what is critical to ensure patient and family-centred best practices. Professionals and Lived Experience participants alike were able to share their thoughts and experiences. Each Collaborative brought back to the full participant group key ideas and learning that took place in their session.

We celebrate the uniqueness of the Catalyst Event! Professionals and those with Lived Experience came to together to listen, to contribute, to learn and work together for person and family-centred best practice in Ontario.

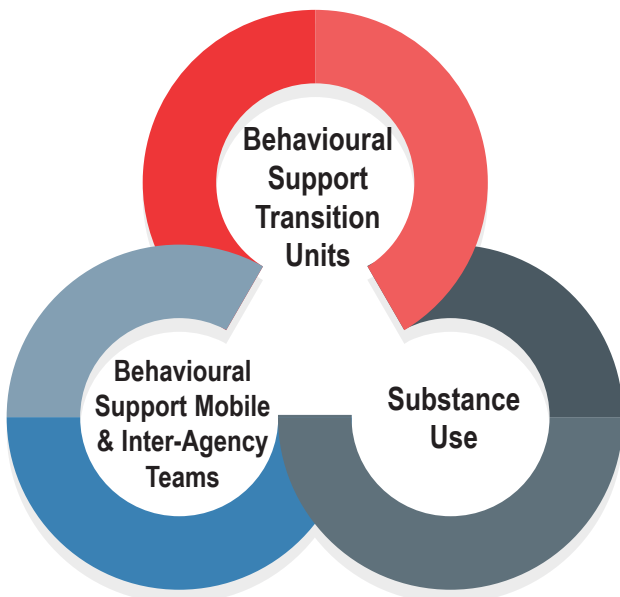
## The Path Forward

Ontario’s Best Practice Exchange next steps will focus on creating tools and resources that promote person and family-centred best practices. The work will also involve sharing these resources with others. This work is being led by the Behavioural Supports Ontario (BSO) Provincial Coordinating Office with the support of brainXchange.

In order to ensure that some of these tools and resources become readily available soon, 3 Collaboratives have been selected to work in an ‘Accelerated’ way. This means that there will be additional supports provided to the Accelerated Collaboratives in the months ahead by the BSO Provincial Coordinating Office and brainXchange. The remaining Collaboratives will continue to have support, but will develop a slower pace.

The decision regarding which Collaboratives to accelerate was made through the input received from a Catalyst Event participant survey, a Lived Experience follow-up teleconference and through discussions with the co-chairs. Additional considerations included LHIN priorities and the current work of partners.

### The selected Accelerated Collaboratives:



Rather than ‘Person & Family-Centred Care’ continuing to be a specific Collaborative, all of the Collaboratives will be founded on the principle of Person and Family First. Hearing the voice of the Lived Experience is essential as this important work moves forward. We have learned from those with Lived Experience at the Catalyst Event and Ontario’s Best Practice Exchange will continue to look for opportunities for those with Lived Experience to be actively involved in the work.

“ I just wanted to share how much I appreciated being able to attend the Catalyst Initiative and connect with so many passionate individuals. It was a great experience.”

~Regional Coordinator,  
Behavioural Supports  
Ontario



“ This group made the environment ‘safe’ for residents to share.”

~Participant with  
Lived Experience

“ Great discussion with the Lived Experience members as well as great insight from the professionals.”

~Regional  
Coordinator,  
Behavioural  
Supports  
Ontario



## How to get involved in the next steps:

Visit the Provincial Behavioural Supports Ontario web page for more information including access to the full report:

[www.brainxchange.ca/bso](http://www.brainxchange.ca/bso)

Contact the Provincial Behavioural Supports Ontario Coordinating Office:

**Phone: 1-855-276-6313**

**Email: [provincialBSO@nbrhc.on.ca](mailto:provincialBSO@nbrhc.on.ca)**

*The work of Ontario's Best Practice Exchange is committed to honouring people, honouring partners and honouring possibilities!*



Behavioural Supports Ontario  
Projet ontarien de soutien en cas de troubles du comportement

St. Joseph's  
Healthcare  Hamilton

 brainXchange

Alzheimer Society  
ONTARIO